

Our Mission: IHCD A helps build strong communities by providing financial resources and assistance to qualified partners throughout the State of Indiana in their development efforts. A primary focus of IHCD A is providing a continuum of housing from homelessness to homeownership, with a focus on low to moderate income Hoosiers.

-Vacancy Announcement –

The Housing and Community Development Authority is accepting resumes for a HMIS Master Trainer
To be considered for this position, applicants must:

E-mail a resume, cover letter, and a one to three page professional writing sample to Jill Robertson at JiRobertson@IHCD A.in.gov with the title of the position in the e-mail subject line.

Additionally, candidates will also need to apply to job ID 594790 via the state's job bank at www.IN.gov/spd . To apply, click on:

- Employment Opportunities
- Apply Now
- Register now

The position offers a competitive salary, commensurate with relevant education and work experience. This position is housed in IHCD A's Indianapolis headquarters with 50% travel required . Applications are being accepted until March 3, 2015.

Please see next page for job description.

IHCD A

Job Expectations

Title	HMIS Master Trainer	Exempt
Reports to	HMIS Manager	Date last revised: 2/2015
Supervises	N/A	
Summary	The Homeless Management Information System (HMIS) Master Trainer contributes to fulfilling the IHCD A mission and meeting strategic and annual IHCD A operational and program goals by providing support to the HMIS and Community Services team. Attention to detail and responsibility in completing assigned tasks without prompting is critical.	
Evaluation of performance	Performance will be evaluated based on achieving key outcomes described in this job description, including specific goals, deadlines, and other quality indicators; working effectively in a team environment; interacting positively with partners and demonstrating customer service; and working efficiently and effectively within required specifications, policies, and standards established by HMIS regulations and IHCD A and its associated governing entities.	

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<p>Key outcomes expected</p>	<ul style="list-style-type: none"> • Lead person in providing trainings and follow up technical assistance for approximately 80-100 HMIS trainings per year via in person or via other online software. • Lead person will develop and provide trainings such as: <ul style="list-style-type: none"> ○ New HMIS User ○ Domestic Violence (DV) new user ○ New HUD standards updated at least annually ○ Data Quality for end users ○ Point in Time data entry ○ Security ○ Program Report for HMIS & Domestic Violence Client Track ○ Advanced trainings such as: Case Management, APR, Chronic homeless reports, Domestic Violence reports for other federal funds, and other system functionality ○ Impromptu trainings as needed for emergency situations • Coordinate with the Coordinated Assessment HMIS and Domestic Violence to provide specialized trainings to coordinate with each Region's plan to implement Coordinated Access. • Research and implement effective, new software possibilities that would improve the training experience for end users. • Develop and update training tools, power point slides, presentation documents. • Develop and modify the HMIS and DV training manuals. • Develop "how to" training documents. • Review, understand and implement applicable federal regulations into training materials on a timely basis. • Evaluate the effectiveness of trainings and create a plan for future trainings. • Develop a customer service survey on the HMIS and DV systems and how IHCD can improve trainings, software, reports, etc. • Facilitate, schedule venues and communicate to users about trainings, webinars and group meetings. • Assist with AHAR reporting by reviewing data quality reports, reviewing Housing Inventory Chart, and inputting information into the HUD software HDX. • Participate on the division's Point in Time team by checking data, confirming HIC within HMIS and following up with programs for clarity. • Participate as a member of the Data Quality and Performance Committee. • Provide technical support for HMIS and DV help desk. • Participate in Regional Planning Councils, community coalitions and coordinating councils, when requested. • Represent the HMIS project at related meetings, including, but not limited to, long-term planning for information systems management and interagency networking as needed. • Perform other duties and responsibilities as assigned by Community Services Director or HMIS Manager.
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Critical skills, knowledge, and behaviors	<p>Direct service experience with homeless non-profit is beneficial for understanding the mission and scope of IHCDCA's work.</p> <ul style="list-style-type: none"> • Advanced communication skills, and the ability to communicate with all levels of management, staff and external clients, especially those who are not well versed in computer technology. • Demonstrates strong presentation skills. Can facilitate both large and small group presentations/trainings via webinars or in person. • Ability to develop content and conduct training workshops for the HMIS • Able to prioritize, organize tasks and time, and follow up. • Willingness to learn new concepts, keep an open mind. • Demonstrates effective written skills. • Able to effectively communicate with a variety of individuals with diverse backgrounds, education, and economic levels. • Knowledge and experience using various software programs, supporting the use of these software packages, system networking and communications. • Experience in relational database management and administration. • Able to think logically and analytically including understanding and implementing federal regulations. • Experience with implementation and support of scalable and secure web based applications. • Management of multiple projects and timelines. • Experience in data quality analysis. • Demonstrated ability to work with diverse community and organizational groups. • Ability to work as a team member but perform jobs duties with minimal supervision. • Demonstrates customer service orientation. • Proactive in anticipating and alerting others to problems with projects or processes. • High orientation to details and accuracy. • Ability to take initiative, provide leadership and own the job. • Performs responsibilities efficiently and timely. • Able to work well in a team environment and as part of a team. • Strong technological skills; ability to quickly learn new software and technology. • Proficient in Microsoft Word, Excel, Power point, Webinars, Internet usage (e-mail), experience with other internal software systems.
Education, experience, degrees, licenses	<p>BA or BS in Computer Science, Social Service, Psychology, Social Work, Business, Communication, etc. and with strong computer skills and knowledge. Prefer someone who has worked or volunteered for a homeless provider and someone who has history with HMIS data experience. Prefer someone who has training experience.</p>
Work environment and physical demands	<p>Must be available to travel 50% - 65% percent of the time within state of Indiana. Must be able to work proficiently with computers and other office equipment.</p>

IHCDCA is an Equal Employment Opportunity employer and will not discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin, disability or veteran status. IHCDCA will take affirmative action to ensure that all qualified applicants receive consideration for employment and employees are treated during employment, without regard to their race, color, religion, sex, national origin, disability or veteran status, including, but not limited to, employment, promotion, transfer, recruitment, layoff, termination, rates of pay, and selection for training.